

Classroom Course Description

Basic Management Skills: Lead & Develop Your Staff

Who Should Attend:

This course is designed for new supervisory/management employees and can be considered (along with the other two scheduled “basic management skills” courses) as part of the new supervisor/manager orientation program. These three courses are also available online through SkillSoft. Experienced supervisors/managers are also encouraged to attend as a refresher.

Course Objectives:

- Identify how to manage change effectively
- Recognize the need to delegate
- Discover ways to make conflict work for you not against you
- Help employees be their best.

Course Content:

1. Why do people resist change?
2. How to minimize the resistance to change.
3. Helpful ways leaders can counteract negative reactions to change.
4. Principles of effective delegation.
5. Helpful tips in managing conflict.
6. Effective coaching tips.
7. How leaders can empower others.

Delivery Format:

- Mini Lecture
- Group Exercises